

CLAIMS

What is claimed is:

1. A computer-implemented method for automating communications between service providers in connection with providing a high speed network access service,
5 comprising:

electronically receiving a request message relating to the high speed network access service from a service provider via a network;

processing the request message from the service provider using a computer system to automatically generate a response message to the request message; and

10 electronically transmitting the response message to the service provider via the network,

wherein the processing of the request message utilizes a predefined request document tag definition and the generating of the response message utilizes a predefined response document tag definition.

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2. The method for automating communications between service providers in connection with providing the high speed network access service of claim 1, wherein the processing of the request message determines a type with which the request message is associated, the type is selected from the group consisting of service availability, DSL
20 service, order entry, order status, order summary, trouble ticket entry, trouble ticket status, and trouble ticket summary.

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3. The method for automating communications between service providers in connection with providing the high speed network access service of claim 2, wherein the processing of the request message utilizes the predefined request document tag definition
25 corresponding to the request message type.

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4. The method for automating communications between service providers in connection with providing the high speed network access service of claim 2, wherein the generating of the response message generates the response message in conformity to the predefined response document tag definition corresponding to the response message type
5 and associates the response message with the request message type.

5. The method for automating communications between service providers in connection with providing the high speed network access service of claim 2, wherein the processing of the request message includes determining from the request message values
10 for request parameters corresponding to the message type.

6. The method for automating communications between service providers in connection with providing the high speed network access service of claim 5, wherein the generating of the response message includes associating the response message with said
15 message type and incorporating into the response message values for response parameters corresponding to said message type.

7. The method for automating communications between service providers in connection with providing the high speed network access service of claim 1, wherein,
20 where the request message includes at least one sub-request, the generating of the response message includes generating the response message with at least one sub-response, each sub-response corresponding to one of at least one sub-request.

8. The method for automating communications between service providers in connection with providing the high speed network access service of claim 7, wherein the
25 generating of the response message includes associating each sub-response with a identification code associated with the corresponding sub-request.

9. The method for automating communications between service providers in connection with providing the high speed network access service of claim 1, wherein the processing of the request message includes decoding the request message from extensible markup language (XML) and the generating of the response message includes encoding the response messages in XML.

10. The method for automating communications between service providers in connection with providing the high speed network access service of claim 1, wherein the request message is associated with a request message identification code and the response message is associated with the request message identification code.

11. The method for automating communications between service providers in connection with providing the high speed network access service of claim 1, wherein each predefined response and request document tag definition is associated with a message document header tag definition, corresponding one of a request and response message header tag definition and a message body tag definition.

12. The method for automating communications between service providers in connection with providing the high speed network access service of claim 11, wherein the corresponding one of a request and response message header tag definition is associated with a predefined sender tag definition and a recipient tag definition.

13. The method for automating communications between service providers in connection with providing the high speed network access service of claim 11, wherein the message body tag definition is associated with a type tag definition having a corresponding one of a sub-request and a sub-response tag definition.

14. A computer-implemented system for automating communications between service providers in connection with providing a high speed network access service, comprising:

a request processor adapted to electronically receive and process a request message relating to the high speed network access service from a service provider via a network;

a response generator adapted to automatically generate the response message in response to the request message; and

an operations support system adapted to process data from the request message to facilitate the response generator in generating the response message,

wherein the request processor processes the request message according to a predefined request document tag definition and the response generator generates the response message in conformity with a predefined response document tag definition.

15. The system for automating communications between service providers in connection with providing the high speed network access service of claim 14, wherein the request process determines a type associated with the request message, the type being selected from the group consisting of service availability, DSL service, order entry, order status, order summary, trouble ticket entry, trouble ticket status, and trouble ticket summary.

16. The system for automating communications between service providers in connection with providing the high speed network access service of claim 15, wherein the request processor utilizes the predefined request document tag definition corresponding to the request message type in processing the request message.

17. The system for automating communications between service providers in connection with providing the high speed network access service of claim 15, wherein the response generator generates the response message in conformity with the predefined response document tag definition corresponding to the response message type and
5 associates the response message with the request message type.

18. The system for automating communications between service providers in connection with providing the high speed network access service of claim 15, wherein the request processor is adapted to determine from the request message values for request
10 parameters corresponding to the message type.

19. The system for automating communications between service providers in connection with providing the high speed network access service of claim 18, wherein the response generator is adapted to associate the response message with said message type
15 and to incorporate into the response message values for response parameters corresponding to said message type.

20. The system for automating communications between service providers in connection with providing the high speed network access service of claim 14, wherein the request processor is adapted to decode the request message from extensible markup
20 language (XML) and the response generator is adapted to encode the response message in XML.

21. The system for automating communications between service providers in
25 connection with providing the high speed network access service of claim 14, wherein each predefined response and request document tag definition is associated with a message document header tag definition, corresponding one of a request and response message header tag definition and a message body tag definition.

26. The computer program product that automates communications between service providers in connection with providing a high speed network access service of claim 25, wherein the computer code that processes the request message utilizes the predefined request document tag definition corresponding to the request message type.

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27. The computer program product that automates communications between service providers in connection with providing a high speed network access service of claim 25, wherein the computer code that generates the response message generates the response message in conformity to the predefined response document tag definition corresponding to the response message type and associates the response message with the request message type.

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28. The computer program product that automates communications between service providers in connection with providing a high speed network access service of claim 25, wherein the computer code that processes the request message includes determining from the request message values for request parameters corresponding to the message type.

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29. The computer program product that automates communications between service providers in connection with providing a high speed network access service of claim 28, wherein the computer code that generates the response message includes associating the response message with said message type and incorporating into the response message values for response parameters corresponding to said message type.

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30. The computer program product that automates communications between service providers in connection with providing a high speed network access service of claim 24, wherein the computer code that generates the response message encodes the response message in extensible markup language (XML).

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31. The computer program product that automates communications between service providers in connection with providing a high speed network access service of claim 24, wherein each predefined response and request document tag definition is associated with a message document header tag definition, corresponding one of a request and response message header tag definition and a message body tag definition.

32. The computer program product that automates communications between service providers in connection with providing a high speed network access service of claim 31, wherein the corresponding one of a request and response message header tag definition is associated with a predefined sender tag definition and a recipient tag definition.

33. The computer program product that automates communications between service providers in connection with providing a high speed network access service of claim 31, wherein the message body tag definition is associated with a type tag definition having a corresponding one of a sub-request and a sub-response tag definition.